

DECISION MEMORANDUM

**TO: COMMISSIONER ANDERSON
COMMISSIONER HAMMOND
COMMISSIONER LODGE
COMMISSION SECRETARY
COMMISSION STAFF
LEGAL**

**FROM: CLAIRE SHARP
DEPUTY ATTORNEY GENERAL**

DATE: MARCH 7, 2023

SUBJECT: IN THE MATTER OF ISLAND PARK WATER COMPANY’S FAILURE TO COMPLY WITH IDAHO PUBLIC UTILITIES COMMISSION REPORTING AND FISCAL REQUIREMENTS; CASE NO. ISL-W-23-01.

Island Park Water Company, Inc. (“Island Park” or “Company”) is a Commission regulated utility. The Company operates under Certificate of Public Convenience and Necessity No. 317. Island Park’s service area comprises seven separate water systems located in Fremont County, Idaho.

Commission Staff’s (“Staff”) investigation of Island Park has revealed allegations of improper customer billing, improper handling of customer complaints, threats of retaliation against customers, and failure to provide safe and reliable services—all in violation of *Idaho Code* §§ 61-301 and 61-302. The Commission has ordered the Company to appear at a Show Cause Hearing on March 13, 2023, to address these issues. Order No. 35682.

STAFF RECOMMENDATION

Staff recommends that the Commission hold a Customer Hearing for Island Park Water Company customers.

COMMISSION DECISION

Does the Commission wish to hold a Customer Hearing for Island Park Water Company customers? Anything else?



Claire Sharp
Deputy Attorney General

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